# The Simon XT Easy Installation Manual

PROTECT AMERICA

# FCC Notices

## FCC Part 15 Information to the User

Changes or modifications not expressly approved by Interlogix, Inc can void the user's authority to operate the equipment.

## FCC Part 15 Class B

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of FCC Rules. These limits are designed to provide reasonable protection against interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference with the radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment causes harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by taking one or more of the following measures:
- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and the receiver
- Connect the affected equipment to the panel receiver to separate outlets, on different branch circuits
- Consult the dealer or an experienced radio/TV technician for help

## ACTA Part 68

This equipment complies with Part 68 of the FCC Rules. Located in this equipment is a label that contains, among other information, the FCC registration number and the ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company.

## FCC Part 68 Registration No. B4ZUSA-27621-AL-E REN:0.2B

The REN is used to determine the maximum number that may be connected to your telephone line. Excessive RENs on a telephone line may result in devices not ringing in response to an incoming call. In most areas, the sum of all device RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line as determined by the total RENs, contact the local telephone company for products approved after July 23, 2001. The REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

A plug and jack used to connect this equipment to the premises wiring and the telephone network must comply with the applicable FCC Part 68 rules and the requirements as adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compliant modular jack. See the Installation Instructions for details.

Alarm dialing equipment must be able to cease the telephone line and place a call in an emergency situation. It must be able to do this even if other equipment (telephone answering system, computer modem, etc.) already has the telephone line in use. To do so, alarm dialing equipment must be connected to a properly installed RJ31X jack that is electrically in series and ahead of all other equipment attached to the same phone line. Proper installation is depicted in the following diagram. If you have any questions concerning these instructions, consult your local telephone company or a qualified installer about installing an RJ31X jack and alarm dialing equipment for you.

**Customer Premises Equipment and Wiring**
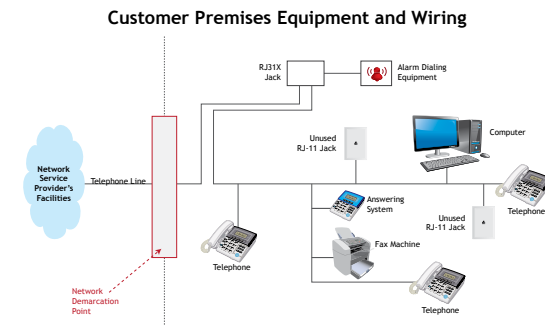


If this equipment causes harm to the telephone network, the telephone company may temporarily disconnect your service. If possible, you will be notified in advance. When advance notice is not practical, you will be notified as soon as possible. You will also be notified of your right to file a complaint to the FCC.

The telephone company might make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. You will be given advanced notice in order to maintain uninterrupted service.

If you experience trouble with this equipment, please contact the company that installed the equipment for service and/or repair information. The telephone company may ask you to disconnect the equipment from the network until the problem has been corrected or you are sure the equipment is not malfunctioning.

This equipment may not be used on coin service provided by the telephone company. Connections to party lines are subject to tariffs.

## SERVICE

If you have any questions about your security system or if you need service, please contact your security dealer.

| | |
|---|---|
| Company Name: | **Protect America** |
| Phone Number: | **1-800-951-5111, option 2** |
| Monitoring Number: | **1-877-274-0604** |

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ITI is a registered trademark of GE Interlogix.
Specifications are subject to change. Some features are optional.

# Table of Contents

## Easy Installation Steps

## Additional Information About Your System

# ! Important

## An Alarm Permit May Be Required

Some municipalities require third-party verification that an alarm system is registered or that an application be filed; please check with your local police department alarm division.

It is your responsibility to ensure that you are in compliance with all of your city police or county sheriff's alarm regulations.

## Non-Compliance = No Dispatch

# 1 Check Package Contents

> ⚠️ Find a convenient location for your Simon XT control panel. It should be located near a phone jack and a non-switched electrical outlet. It should be in a location that can be accessed easily when entering or leaving the home.

## 1.1 — Verify Contents



Locate your packing slip.



Use your packing slip to verify the contents of your package.

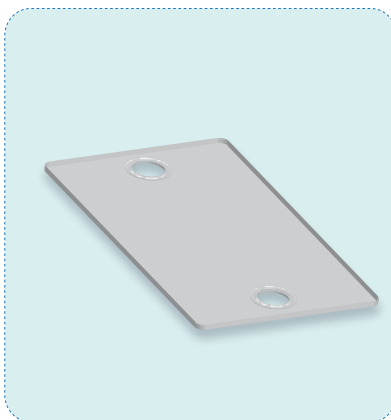## 1.2 — Verify Materials



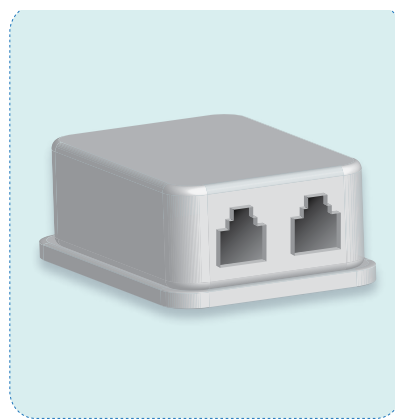(1) Screwdriver



(2) 0.75" Mounting Screws



(2) Plastic Wall Anchors



(2) 0.5" Screws
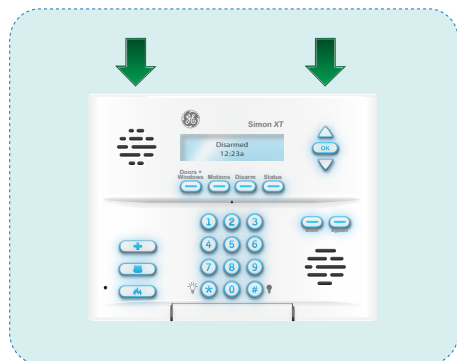per Microsensor



(1) Plastic Spacer
per Microsensor



(2) Line Grabbers
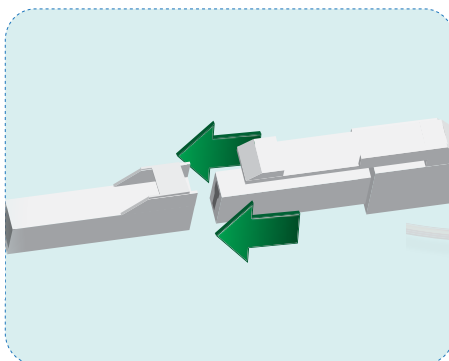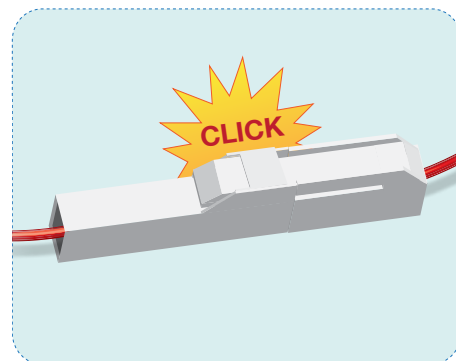(Not included with HomePulse)

# 2 Connect the Simon XT

## 2.1 — Connect the Battery

Press the two small tabs at the top of the Simon XT.

Locate the two red wires on the back of the Simon XT control panel.

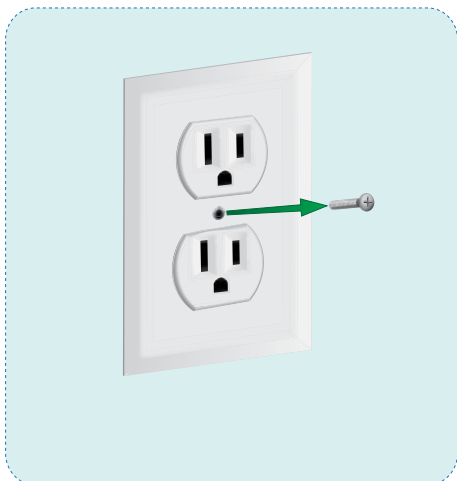Clip the two wires together. The Simon XT will power on and beep.
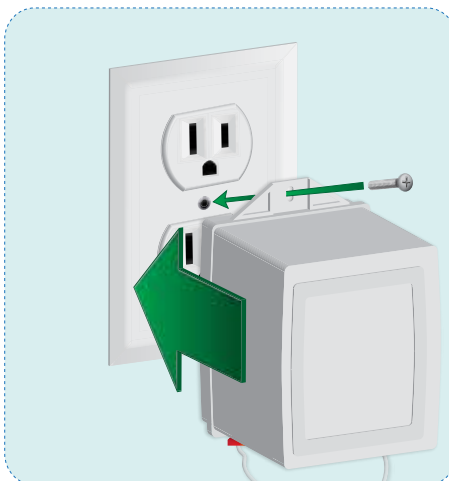
## DO NOT PLUG IN YOUR SIMON XT!
You **must** connect the battery *before* plugging your Simon XT into the wall outlet.
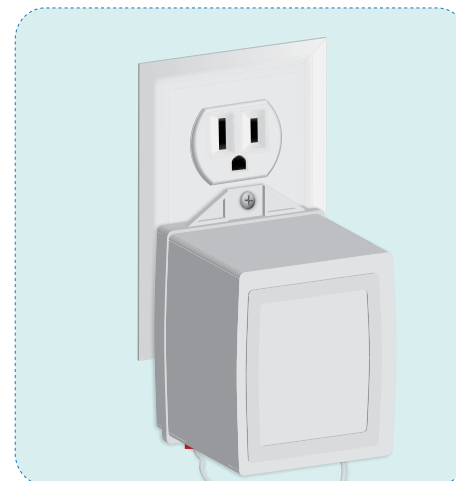
## 2.2 — Plug in the Power Supply
Make sure you properly secure the power supply to a non-switched and non-GFCI outlet faceplate.

Unscrew the faceplate.

Plug in power supply and secure with screw provided.

Ensure that power supply is secure.

## 2.3 — Connect the Phone Cord or the Ethernet Cable — *Cellular users skip this step*
Standard and Two-Way Voice customers follow the "Landline" instructions. HomePulse Broadband customers follow the "Broadband" instructions.

### Landline
CLICK

OR
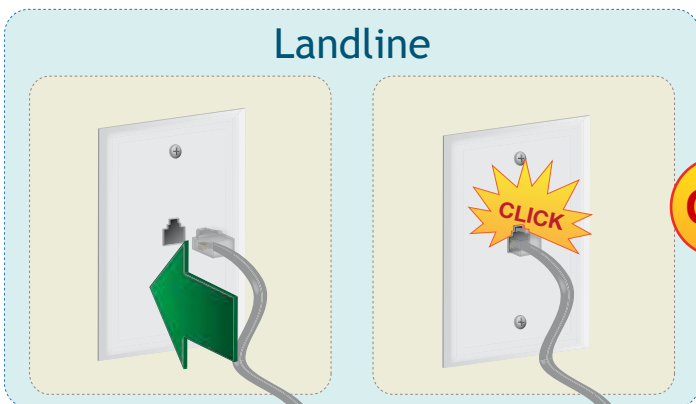
### Broadband
CLICK

Locate the phone wire labeled "Wall" on the back of the Simon XT and plug it into the wall phone jack.

Locate the ethernet cable on the back of the Simon XT and plug it into your router.

# Familiarize Yourself with the Simon XT

## 3.1 — The Controls

**Doors + Windows**
Press to arm perimeter sensors.

**LCD Display**
The LCD display can show a variety of phrases and icons.

**Motions**
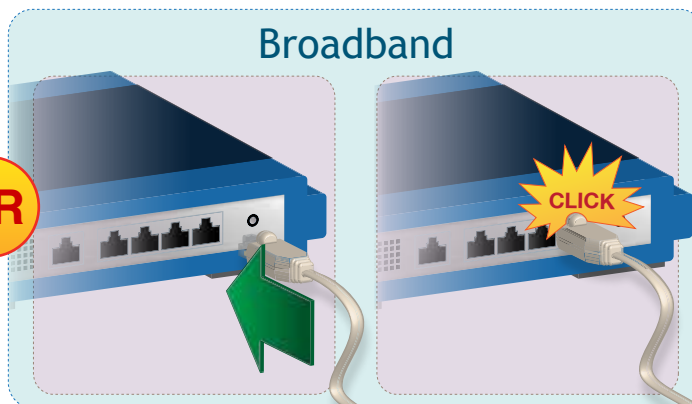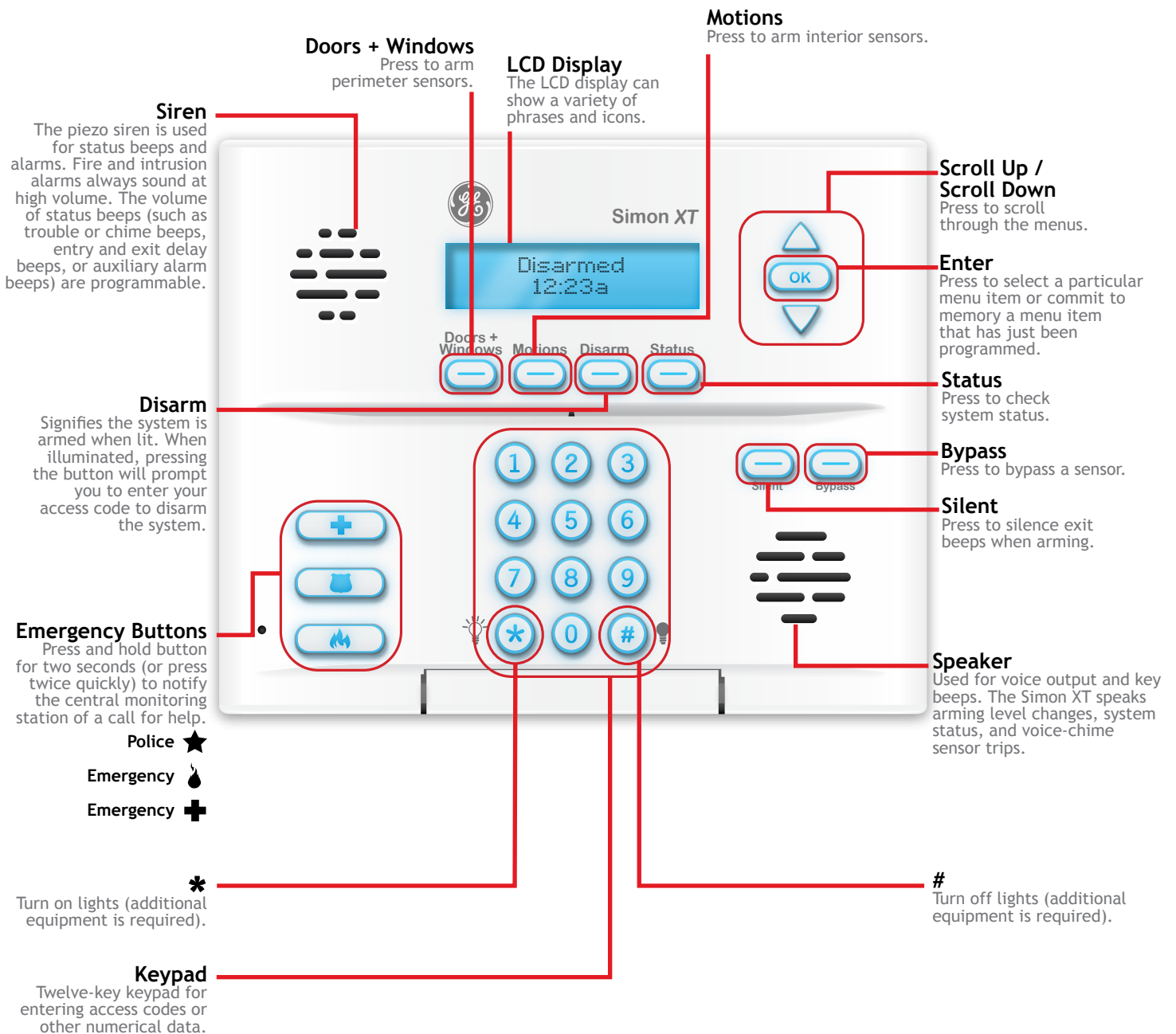Press to arm interior sensors.

**Siren**
The piezo siren is used for status beeps and alarms. Fire and intrusion alarms always sound at high volume. The volume of status beeps (such as trouble or chime beeps, entry and exit delay beeps, or auxiliary alarm beeps) are programmable.

**Scroll Up / Scroll Down**
Press to scroll through the menus.

**Enter**
Press to select a particular menu item or commit to memory a menu item that has just been programmed.

Simon *XT*

Disarmed
12:23a

Doors + Windows    Motions    Disarm    Status

OK

**Disarm**
Signifies the system is armed when lit. When illuminated, pressing the button will prompt you to enter your access code to disarm the system.

**Status**
Press to check system status.

**Bypass**
Press to bypass a sensor.

Silent    Bypass

**Silent**
Press to silence exit beeps when arming.

**Emergency Buttons**
Press and hold button for two seconds (or press twice quickly) to notify the central monitoring station of a call for help.

Police ★
Emergency 🔥
Emergency ✚

**Speaker**
Used for voice output and key beeps. The Simon XT speaks arming level changes, system status, and voice-chime sensor trips.

**✱**
Turn on lights (additional equipment is required).

**#**
Turn off lights (additional equipment is required).

**Keypad**
Twelve-key keypad for entering access codes or other numerical data.

# 4 Set the Clock, Chime, and Alarm

Programming the Simon XT requires keys to be pressed in order, with little or no delay. It is recommended that you familiarize yourself with these steps before beginning. For initial programming, the default master code is 1234 ( ① ② ③ ④ ).

## Setting the Clock

Press SCROLL UP ( △ ) until the display reads "Set Clock," and then press ENTER ( OK ).

Enter the master code, then press ENTER twice ( OK  OK ). If no master code has been set, the default master code is 1234.

The hour should be blinking. Type in the current hour using the KEYPAD then press ENTER ( OK ).

The minute should be blinking. Type in the current minute using the KEYPAD then press ENTER ( OK ).

Press SCROLL UP ( △ ) to select "am" or "pm," then press ENTER ( OK ).

Press STATUS twice ( Status ⊖  Status ⊖ ) to return to the main menu.

The settings below are optional and not required for the Simon XT to operate.

## Set the Chime

If the chime is on and the system is disarmed, the Simon XT panel will use voice notification when doors or windows are opened. When the chime is on, a bell icon is shown on the display.

Press SCROLL DOWN ( ▽ ) until the display reads, "Chime," then press ENTER ( OK ).

Press SCROLL UP ( △ ) to select "on" or "off," then press ENTER ( OK ).
(Note: It is recommended that the chime be turned on while installing sensors.)

Press STATUS ( Status ⊖ ) to return to the main menu.

## Set the Siren

A high-volume siren will sound if there is an intrusion while the system is armed.

Press SCROLL UP ( △ ) until the display reads, "System Programming," then press ENTER ( OK ).

Enter the master code, then press ENTER ( OK ). If no master code has been set, the default master code is 1234.

Press SCROLL UP ( △ ) until the display reads, "Siren Options," then press ENTER ( OK ).

Press SCROLL UP ( △ ) until the display reads, "Panel Piezo Alrm," then press ENTER ( OK ).

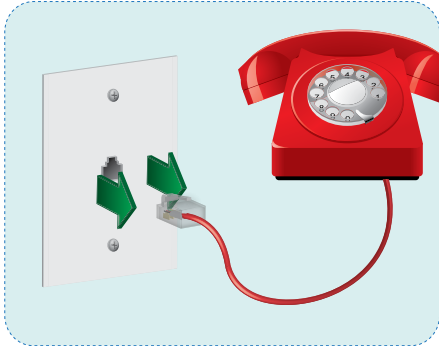Press SCROLL UP ( △ ) to select "on" or "off" then press ENTER ( OK ).

Press STATUS three times ( Status ⊖  Status ⊖  Status ⊖ ) to return to the main screen.
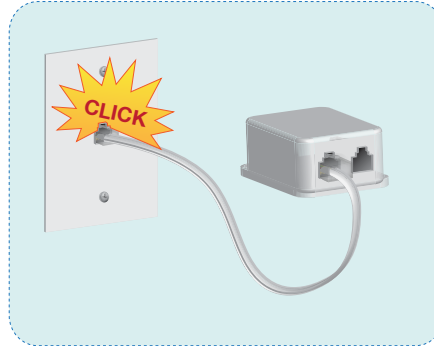
## 5.1 — Install Line Grabbers *(Landline users only)* — *DO NOT CONNECT A LINE GRABBER TO THE SIMON XT!*
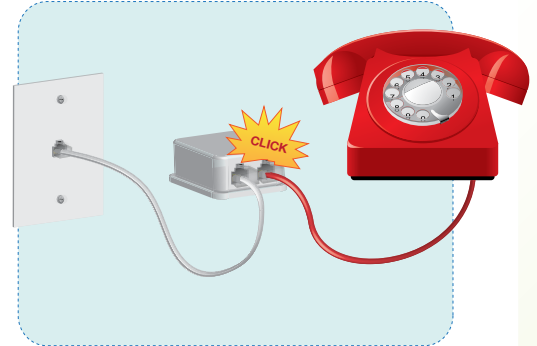
Repeat this step for every phone in the home. For additional line grabbers please contact Protect America at 1-800-951-5111, option 2.

**Disconnect phone from wall.**

**Connect a line grabber to the wall plug.**

**Connect the phone to the line grabber.**

> ⚠ Make sure to clean the installation location before applying each sensor.
>
> Upon installing, write the location of each sensor on the "Sensor Information Worksheet" located on the last page of the manual for future reference.

## 5.2 — Install Door & Window Sensors

Place marked sensors in their proper location. Additional sensors may be placed to your liking. When placing sensors, make sure that the arrows on each side are aligned.

**3/8 in**
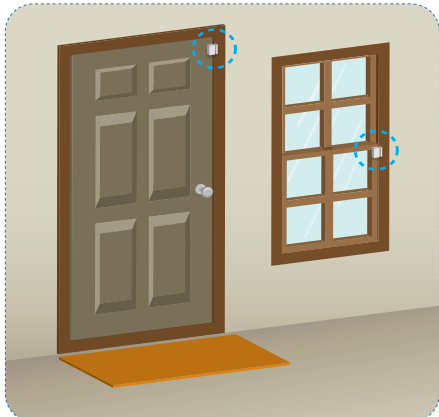
**sensor     magnet**

**Determine an appropriate location for each sensor.**
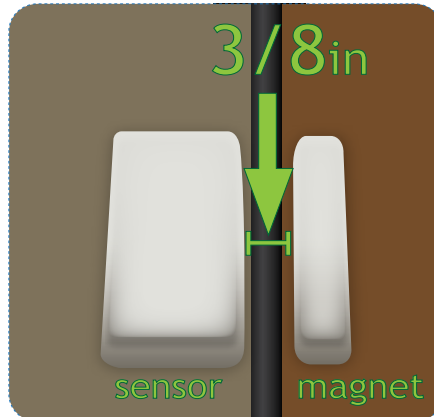
**Make sure that the sensor and magnet are within 3/8" of each other. Use spacers on metal doors or to aid proper sensor alignment.**

**Use the provided self-adhesive velcro to secure the sensor to the door or window, and the magnet to the door or window frame.**
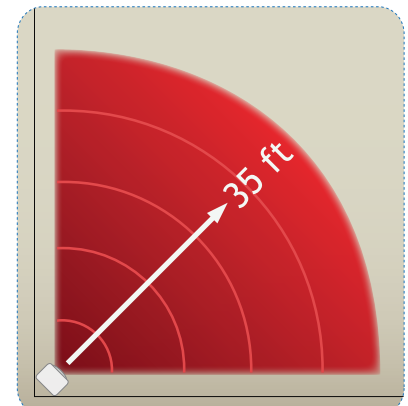
## 5.3 — Install Motion Detector (If Included)

Motion detectors should be placed in the highest-traffic areas of your home, e.g., a living room or a hallway.

**7.5 ft**

**35 ft**
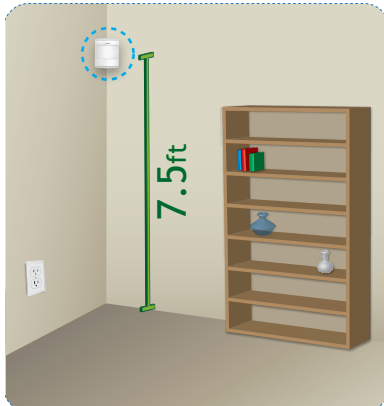
**Place the motion detector in the corner of the room, 7½' above the ground.**

**Use the self-adhesive velcro to secure the motion detector in a corner.**

**Each motion detector protects within a 35' range in a 90° arc.**

# 6 Activate Your System

## Additional Equipment

If you purchased additional equipment that is not found in this manual, please visit us online at www.protectamerica.com/support for equipment installation guides and manuals.

## Congratulations!

Your system is now installed and ready to be activated.

# Call to Activate

## Your system is not yet active—you must call Protect America to activate your system!

When calling, please have your Sensor Information Worksheet and your Packing Slip at hand. A representative will guide you through the activation process.

### Call toll-free:
# 1-800-951-5111
option 6

## Post-installation service & support

If you need any help or service after installing your system, call us toll-free at 1-800-951-5111, option 2.

## Monitoring

When a proper user code is entered within sixty (60) seconds of an alarm activation, the system is disarmed and a cancel code is sent automatically to the monitoring station. No further steps are necessary and the monitoring station will not take action.

If a proper user code is not entered within sixty (60) seconds of an alarm activation, the siren will sound and the monitoring station will take action.

If an intrusion alarm has been triggered and is not deactivated, the monitoring station will attempt to call and verify an authorized contact. If there is no answer, if the line is busy, or if the contact does not know the correct password, then the monitoring station will immediately notify the proper authorities.

If any siren has gone off, disarm the system, then contact the monitoring station toll-free at 1-877-274-0604.

# Test Your System Monthly

1) Your monitoring service must be placed in test mode to avoid a false alarm and dispatch of emergency response personnel. To put your service into test mode contact Protect America.

| Central Monitoring Station | Customer Service | www.protectamerica.com/monthlytest |
|---|---|---|
| toll-free 1-877-274-0604 | toll-free 1-800-951-5111, option 2 | Click for Live Chat |
| 24 Hrs/Day - 7 Days/Wk | Standard Hours (Back Cover) | Standard Hours (Back Cover) |

✋ **The siren will sound throughout the test. Do not disarm your system before the test is complete.**

2) Close all doors and windows and make sure that the status light on your Simon XT is off.

3) Use the keypad to enter the master or a valid user code. Your display should read "System Disarmed" or "Sub Disarmed" - this ensures that you have a working disarm code. Make sure that you have a working code before beginning the test.

4) Arm your system: press DOORS + WINDOWS twice ( **Doors + Windows** ⊖ **Doors + Windows** ⊖ ), then press MOTIONS ( **Motions** ⊖ ). Your system will stop beeping when the system is fully armed.

5) Test every sensor on your system using the chart below.

6) Disarm your system using your master or valid user code. The Simon XT should say "System disarmed" or "Alarm cancelled."

7) Press STATUS ( **Status** ⊖ ) to listen to all of the sensors that were activated. Listen carefully to make sure that every sensor is mentioned. If any sensors are not mentioned, return to step 4 and re-test those sensors.

8) When your control panel has finished speaking the status, press DISARM ( **Disarm** ⊖ ) to clear the memory.

9) Contact Protect America to verify that signals were received and to put your monitoring service back into active mode.

| Device | To Trip Device |
|---|---|
| Door / Window Sensor | Open the secured door or window. |
| Keychain Remote | Press and hold both the lock and unlock buttons simultaneously for 2 seconds. |
| Motion Sensor | Avoid the motion sensor's area for five minutes, then enter its area. |
| Smoke Detector | Press and hold the "Test" button until the system sounds. |
| Simon XT Emergency Buttons | Press and hold each individual button for 3 seconds. |

✋ **BROADBAND USERS:**
It is highly recommended that you connect a battery back-up (not included) to your router and modem to prevent system failure in the event of power outage.

# False Alarm Prevention

## What is a false alarm?

A false alarm is defined as any signal that elicits a response by police, fire, or emergency medical services for which there is no evidence of any activity that justifies an emergency response.

With an estimated 25% yearly increase in alarm systems nationwide, emergency responders are becoming overwhelmed with false alarms. This is resulting in stricter ordinances, severe fines, and limited or no response policies.

Help us reduce false alarms through the proper use and maintenance of your alarm system and by testing your alarm system monthly. Your alarm has been programmed with a 60-second alarm cancel period. If you activate your alarm, but disarm it with your code within 60 seconds of activation, the monitoring station will be notified that an authorized user has disarmed the system—the activity will be logged, but no further action is taken.

You can also arrange to have the monitoring station call you—or another designated person—when your alarm is activated BEFORE calling police, fire, or medical personnel. This gives you another opportunity to avoid false alarms if you or a family member activate your alarm accidentally. To do this, contact customer support at 1-800-951-5111, option 2.

> For information on upgrading your system or ordering additional equipment visit www.protectamerica.com.

## Major causes of false alarms:

- User error
- Unlocked or loose doors or windows
- Kids, pets, neighbors, visitors, repairmen, cleaning crews, etc.

## Before you activate your alarm:

- Make sure you securely close and lock all protected doors and windows.
- When leaving, make sure the exit door is closed tightly and locked.
- Keep pets, balloons, fans, heaters, etc. away from motion sensor areas.
- Know and rehearse the procedure to cancel an accidental alarm. Anyone with access to your home should know this procedure.
- Be aware of how much time you have to exit your home after you arm your system and how much time you have to disarm your system when you return.

## What to do if you set off your alarm by accident:

- DO NOT PANIC. Carefully enter your disarm code to deactivate your system.
- Call the monitoring station toll-free at 1-877-274-0604 immediately. Be prepared to give your password.
- Tell the monitoring station that you had an accidental alarm activation and ask them to cancel the dispatch.
- DO NOT CALL 911. DO NOT LEAVE UNTIL YOU HAVE SPOKEN WITH THE MONITORING STATION.

## Contact the Protect America Service Department when you...

- Need to perform your monthly system test.
- Are planning any home renovation projects that will change the number of doors or windows, or that will require additional motion sensors.
- Are planning on changing phone providers (or DSL / Cable if you are using HomePulse Broadband service).
- Get a new pet.
- Hire a contractor, cleaning crew, domestic help, realtor, etc.

# Important Procedures

## Changing / adding access codes

The master code is used for all operations including adding, modifying, and removing other codes. Up to eight user codes can be set along with one duress code. The duress code generates a silent duress alarm that is reported to the monitoring station.

Press SCROLL UP ( △ ) until the display reads "System Programming" then press ENTER ( OK ).

Enter the Master Code, then press ENTER twice ( OK  OK ).

Press SCROLL UP ( △ ) to select the code you wish to change, then press ENTER ( OK ).

The current value will flash on the display. Use the KEYPAD to type in the new 4-digit code—or press DISARM ( ⊝ *Disarm* ) to deactivate a user or duress code — then press ENTER ( OK ).

Press STATUS three times ( ⊝ *Status*  ⊝ *Status*  ⊝ *Status* ) to return to the main screen.

## Checking system status

Pressing STATUS will cause the system to display and speak system information. The STATUS light will be lit for one of three reasons:

1) A secured door/window is open, or a motion sensor is detecting motion.

2) The alarm system has been activated.

3) There is a problem with the system; contact technical support toll-free at 1-800-951-5111, option 2.

## Arming the system when leaving

Press DOORS + WINDOWS ( ⊝ *Doors + Windows* ) to arm all door and window sensors.

If you have a motion sensor, press MOTIONS ( ⊝ *Motions* ) to arm all motion sensors.

Your system will now beep; you generally have 60 seconds to exit the premises or disarm your system.

## Arming the system when staying (e.g., bedtime)

Press DOORS + WINDOWS twice ( ⊝ *Doors + Windows*  ⊝ *Doors + Windows* ) to instantly arm all door and window sensors.

After the exit delay has expired, the alarm will sound immediately when a door is opened.

## Disarming the system

Use the KEYPAD to enter your 4-digit master or user code.

The Simon XT will voice "System Disarmed."

For advanced programming tips, frequently asked questions, and further help with your system, visit www.protectamerica.com/support

# Frequently Asked Questions

## How do I test my security system?
Please see "Test Your System Monthly" on page 8 of this manual, or call toll-free 1-800-951-5111, option 2, and a representative will walk you through testing your security system.

## How many access codes can my Simon XT hold?
The Simon XT control panel can store 8 user codes and 1 duress (panic) code in addition to the master code.

## Why is my system status light on?
The system status light will remain lit while a secured door or window is open. If all secured doors and windows are closed and the system status light is still on, press STATUS ( ⊖ ) to have your panel voice any pending status messages.

## How do I clear alarms from the memory?
To clear alarms in the memory, press STATUS ( ⊖ ). Your Simon XT will voice the list of alarms stored in memory. When your panel has spoken all alarms, press DISARM ( ⊖ )  to clear the memory.

## Why does my system display a low battery?
Your system will display a low battery when either the batteries in your sensors or the back-up battery in your Simon XT becomes low. Make sure that your battery is connected (see page 3 of this manual). The back-up battery is rechargeable and should be fully charged within 24 hours of regaining electrical power.

## Why does my system display sensors in failure?
Your Simon XT will indicate sensor failure when it is unable to communicate with a sensor. This could be due to a missing sensor, damaged sensor, or a dead battery. See page 12 of this manual for instructions on replacing motion sensor batteries. For any other problems, please contact customer service toll-free at 1-800-951-5111, option 2.

## Why does my system beep 6 times every minute?
These are called trouble beeps; they are used to indicate trouble conditions with your panel. Press STATUS ( ⊖ ) to have your Simon XT voice any trouble conditions.

## Why does my system beep after I arm it?
After you arm your system, it will beep for the exit-delay time—the time in which you can exit your home before it is armed. The beeping will grow more frequent as the end of the exit-delay time approaches. When the exit-delay time has expired, the beeping will stop and the system will be armed.

## How do I silence the exit-delay beeps?
After arming your system, press SILENT ( ⊖ ). The system will beep after the exit-delay time has passed to indicate that it is fully armed. Note: This is not a permanent setting; press SILENT after arming each time that you want to silence the exit-delay beeps.

# Frequently Asked Questions

## Why does my Simon XT have two phone lines?

The phone line labeled "Wall" is connected to the wall phone jack; it is necessary to communicate to the monitoring station. The second phone line can be used to plug in a telephone. The Simon XT comes equipped with an internal line grabber. Do not connect an additional line grabber to the Simon XT.

## What is bypass? How do I use it?

The bypass feature is used to bypass (deactivate) specific sensor(s) while the system is armed. For example, you are home with the system armed and want to open a specific door or window without disarming the entire system. To bypass a sensor press BYPASS ( ⊖ ), then use the KEYPAD to enter your master/user code. Press SCROLL UP ( △ ) to select the sensor to be bypassed, then press ENTER ( OK ) to bypass the sensor. When a sensor is bypassed, the panel will display "Bypassed." Note: Bypassing a sensor only lasts until you disarm your system. You must disarm and then arm the system to void the bypass sensors.

## How do I add or remove a sensor?

To add or remove sensors, please contact customer service toll-free at 1-800-951-5111, option 2.

## How do the door / window sensors work?

Doors and windows use the same piece of equipment to detect when they have been opened. The component is comprised of a sensor and a magnet; the sensor is attached to the door or window, while the magnet is attached to the frame. The sensor then reads alignment with the magnet to determine the open or closed state of the door or window. If a door is constructed of steel (not aluminum), use of the spacer is necessary to ensure proper functioning of the magnet. Special sensors can be purchased for use with overhead garage doors (to order call toll-free 1-800-951-5111, option 2).

## How do the motion sensors work?

Motion sensors are passive infrared. They will detect both heat and movement (this decreases false-alarms that could be caused by a curtain or plant blown by a fan). Motion sensors are designed to ignore any pets less than 40 pounds as long as they are not within 6 feet of the motion sensor. If your pet is larger than 40 pounds or will be within 6 feet of the motion sensor, please contact customer service toll-free at 1-800-951-5111 option 2.

## How do I change the motion sensor battery?

**1. Slide Off Back Cover (*green arrows*)**
While pressing the center button down, slide off the back cover.

**2. Slide Off Front Cover (*blue arrows*)**
While pressing down on the top two tabs and up on the bottom tab, slide off the front cover.
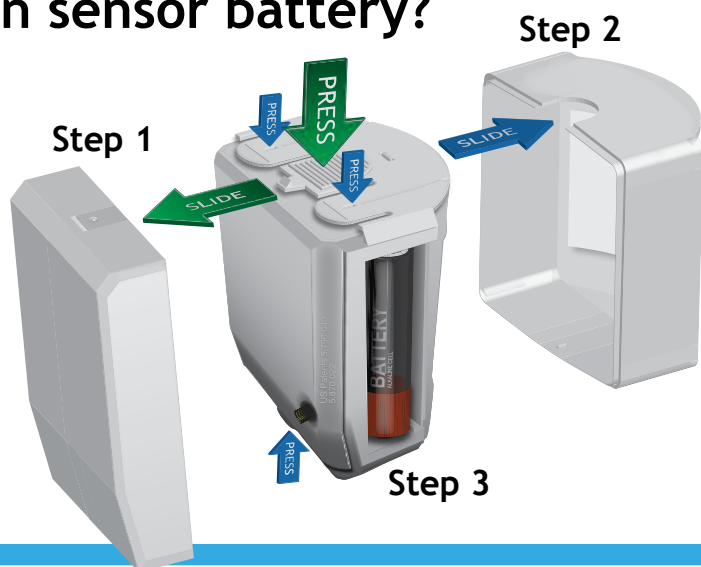
**3. Replace the Batteries**
Replace both AA batteries. Make sure they are installed in the proper direction.

**4. Replace the Front Cover**
Slide the front cover on until it locks into place.

**5. Replace the Back Cover**
Slide the back cover on until it locks into place.

Step 1

Step 2

Step 3

# Sensor Information Worksheet

| Sensor | Location |
|---|---|
| Sensor 1 | |
| Sensor 2 | |
| Sensor 3 | |
| Sensor 4 | |
| Sensor 5 | |
| Sensor 6 | |
| Sensor 7 | |
| Sensor 8 | |
| Sensor 9 | |
| Sensor 10 | |
| Sensor 11 | |
| Sensor 12 | |
| Sensor 13 | |
| Sensor 14 | |
| Sensor 15 | |
| Sensor 16 | |
| Sensor 17 | |
| Sensor 18 | |
| Sensor 19 | |
| Sensor 20 | |
| Sensor 21 | |
| Sensor 22 | |
| Sensor 23 | |
| Sensor 24 | |
| Sensor 25 | |
| Sensor 26 | |
| Sensor 27 | |
| Sensor 28 | |
| Sensor 29 | |
| Sensor 30 | |
| Sensor 31 | |
| Sensor 32 | |
| Sensor 33 | |
| Sensor 34 | |
| Sensor 35 | |
| Sensor 36 | |
| Sensor 37 | |
| Sensor 38 | |
| Sensor 39 | |
| Sensor 40 | |

# PROTECT AMERICA

## Central Monitoring Station
### 1-877-274-0604
24 Hrs/Day — 7 Days/Week

## Customer Service
### 1-800-951-5111 option 2
M-F: 7am - 10pm Central
Sat: 8am - 9pm Central
Sun: 10am - 8pm Central

Contact us before you move for a free Relocation Kit:
support@protectamerica.com

For online assistance, Live Chat with a service representative,
or to purchase additional equipment, visit us at:
www.protectamerica.com